

WHAT IS CLAIMED IS:

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1. For use with an automated call placement system having a
2 switching service unit, a call monitoring unit capable of
3 monitoring a selected one of lines coupled to said switching
4 service unit, comprising:

5 a recorder, coupled to said call monitoring unit, that
6 monitors a call carried on said selected one of said lines and
7 creates a recording of said call on a storage medium associated
8 therewith, said storage medium being of finite capacity thereby
9 causing said recording to be subject to eventual overwriting; and
10 a recorder controller, coupled to said recorder, that audibly
11 reproduces said call to a user in real time and allows said user to
12 preserve said recording to delay said overwriting.

2. The system as recited in Claim 1 wherein said recorder
2 controller allows said user to preserve said recording to prevent
3 said overwriting.

3. The system as recited in Claim 1 wherein said recorder is
2 a digital recorder.

4. The system as recited in Claim 1 wherein said storage
2 medium comprises a disk.

5. The system as recited in Claim 1 wherein said storage
2 medium contains a plurality of recordings arranged in directories
3 according to a date on which said recorder created said plurality
4 of recordings.

6. The system as recited in Claim 1 wherein said recorder
2 controller is an ADSI-capable device.

7. The system as recited in Claim 1 wherein said recording
2 is subject to overwriting on an aged basis.

8. For use with an automated call placement system having a switching service unit, a method of making a recording of a conversation occurring on a selected one of lines coupled to said switching service unit, comprising:

5 monitoring a call carried on said selected one of said lines;

6 creating a recording of said call on a storage medium, said
7 storage medium being of finite capacity thereby causing said
8 recording to be subject to eventual overwriting; and

9 audibly reproducing said call to a user in real time with a
10 recorder controller; and

115 allowing said user, with said recorder controller, to preserve
120 said recording to delay said overwriting.

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255 9. The method as recited in Claim 8 wherein said recorder
controller allows said user to preserve said recording to prevent
3 said overwriting.

10. The method as recited in Claim 8 wherein said recorder is
2 a digital recorder.

11. The method as recited in Claim 8 wherein said storage
2 medium comprises a disk.

12. The method as recited in Claim 8 wherein said storage
2 medium contains a plurality of recordings arranged in directories
3 according to a date on which said recorder created said plurality
4 of recordings.

13. The method as recited in Claim 8 wherein said recorder
2 controller is an ADSI-capable device.

14. The method as recited in Claim 8 wherein said recording
2 is subject to overwriting on an aged basis.

15. An automated call placement system (ACP), comprising:

2 a switching service unit;

3 a plurality of stations coupled to said switching service
4 unit;

5 a call monitoring unit capable of monitoring a selected one of
6 lines coupled to said switching service unit;

7 a storage medium associated with said call monitoring unit;

8 a recorder, coupled to said call monitoring unit, that
9 monitors a call carried on said selected one of said lines and
10 creates a recording of said call on a storage medium, said storage
11 medium being of finite capacity thereby causing said recording to
12 be subject to eventual overwriting; and

13 a recorder controller, coupled to said recorder, that audibly
14 reproduces said call to a user in real time and allows said user to
15 preserve said recording to prevent said overwriting.

16. The ACP as recited in Claim 15 wherein said recorder is

2 a digital recorder.

17. The ACP as recited in Claim 15 wherein said storage
2 medium comprises a disk.

18. The ACP as recited in Claim 15 wherein said storage
2 medium contains a plurality of recordings arranged in directories
3 according to a date on which said recorder created said plurality
4 of recordings.

19. The ACP as recited in Claim 15 wherein said recorder
2 controller is an ADSI-capable device.

20. The ACP as recited in Claim 15 wherein said recording is
subject to overwriting on an aged basis.

3 21. A system for managing deletion of files stored in a
4 storage unit, comprising:

5 a file structure including directories, each of said
6 directories designated to contain only files created during
7 particular periods of time; and

8 a controller, associated with said storage unit, that recovers
9 storage capacity in said storage unit by deleting an entire one of
10 said directories based on said particular periods of time.

11 22. The system as recited in Claim 21 wherein said files are
12 recordings created during said particular periods of time.

13 23. The system as recited in Claim 21 wherein said controller
14 deletes an oldest one of said directories.

15 24. The system as recited in Claim 21 wherein said particular
16 period of time is one day.

17 25. The system as recited in Claim 21 wherein said storage
18 unit is a disk storage unit.

19 26. The system as recited in Claim 21 wherein selected ones
20 of said files are removed from one of said directories before said
21 controller deletes said directory.

22 27. The system as recited in Claim 21 wherein said controller
23 deletes said one of said directories by deleting said files
24 contained in said directory and renaming said one.